

02-01218

**CAT COMMUNICATIONS INTERNATIONAL, INC.**  
**d/b/a CCI**  
**Corporate Profiles**

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**Corporate History**

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CCI has a history of service to its community, providing funding or helping organizations to obtain grants. These grants varied from helping persons with disabilities to creating a low cost veterinary service for low-income families. CCI was named Roanoke City/Roanoke County Employer of the year in 2001.

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Patricia Sheets came to CCI from Network Solutions, a company involved in the outbound marketing of Bell Atlantic services. The sales plans and business strategies she developed help make them the top seller of Centrex service for three years. She also helped design an outbound call center for them in the Roanoke area. This call center grew from handling 1 to 320 business in one year. Since coming to CCI, Ms. Sheets has watched the business grow from 8 to over two hundred employees. She has been instrumental in the growth of CCI overseeing the regulatory operations. Ms. Sheets' extensive customer service background enables her to effectively deal with ILECS and commissions in resolving problems effectively. She is responsible for overseeing the application, tariffing and compliance within each state. She has a well-trained staff that interfaces with the regulatory commissions and ILEC'S OSS departments. These individuals assure that orders flow through all the different support systems efficiently and customer's needs are met promptly and in compliance with the various rules and regulations.

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Steve Fralin a graduate of Ferrum College with a BA in Business management and Finance. Mr. Fralin has over ten years experience in networking/telephony and RTO. He oversees all operations at CCI insuring an appealing product and that CCI remains competitive.

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**BEFORE THE TENNESSEE REGULATORY AUTHORITY**

**IN THE MATTER OF THE APPLICATION  
OF CAT COMMUNICATIONS INTERNATIONAL, INC.  
FOR A CERTIFICATE TO PROVIDE COMPETING  
LOCAL TELECOMMUNICATIONS SERVICES**

**Testimony Re: Tennessee Operational Issues**

1. How does the Company intend to comply with TCA §65-21-114?

CCI is a reseller of service and even when we enter into the UNE-P agreement, we will be resellers of the ILEC's platforms. As such, CCI's bills and billing practices reflect those of the ILEC. Since we have not been billed nor billed for these calls in the past, we will not do so in the future.

2. Is your company aware of the local calling areas provided by the Incumbent Local Exchange Carrier?

CCI mirrors the local calling areas of the incumbent as a reseller so we are very aware of the local calling areas.

3. Explain the procedures that will be implemented to assure that your customers are not billed for long distance charges for calls within the metro calling area.

As previously stated CCI is a reseller, we are billed by the incumbent for the service. To date the incumbent has not billed us incorrectly for the service and therefore we continue to bill our customers correctly.

4. Please provide a name and telephone number of an employee who will work with the TRA to resolve complaints.

Debra A. Waller  
540-444-2146

5. Does the Company plan to telemarket its service in Tennessee?

No.

6. Identify the status of pending certification in other states.

In Colorado, we are approved. We need to finish our tariff and negotiate an interconnection agreement with Qwest.

In Iowa, we have submitted our application and are waiting for approval.

In Texas we are approved and are awaiting the filing of our interconnection agreement

In NJ, we have resale but are awaiting approval on a facilities based certificate; same goes for Indiana, California, Georgia and Illinois.

7. Identify significant details of complaints.

In June 2002, we had a complaint from a customer alleging we would not disconnect her service. She was suspended for nonpayment and we had sent her an offer to reconnect with a payment of \$50.00 and to pay the remaining balance off in \$10.00 installments. She took this to mean we would not disconnect her and came to the TRA. Upon receipt of the complaint, her service was disconnected.

In July, a customer complained that he wanted a refund after he had migrated service. He wanted a \$40.00 refund. When he left he still owed \$38.15 for service provided. We did not give a refund but we did not attempt to collect the past due balance either.

In addition, in July a customer complained because we disconnected his service. At the time of the complaint, he had written us two NSF checks and had not made good on either one. At the time his service was terminated he owed CCI \$240.29.

These three are the only complaints we had from Tennessee in 2002.



Debra A. Waller  
Regulatory Assistant  
CAT Communications International, Inc.

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## Toll Dialing Parity Plan

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**Toll Dialing Parity Plan**

Pursuant to applicable the Federal Telecommunications Act of 1996 ("Act"), CAT Communications International, Inc. submits its toll Dialing Parity Plan.

**I. Objective and Purpose**

In Compliance with the Federal Communications Commission (FCC) rules, CAT Communications International, Inc. (CCI) files its plan for implementing intralata toll dialing parity (the Plan) in areas of the State in which CCI is certified to provide local exchange service.

At this time CCI blocks all toll calls and blocks operator and directory assistance service in all Bell South Areas. The use of UNE-P service will change the across the board blocking of these services over time. CCI will not bill customers for toll calling the customer must PIC to a carrier willing to bill them directly for the toll service.

The intent of the Plan is to permit customers to select and subsequently to route intralata toll calls automatically without the use of access codes, to the interexchange carriers (IXC) that have established themselves as Access Customers of CCI (Participating Carrier).

CCI is authorized to operate throughout the state of Tennessee and will offer this plan throughout the state.

## II. Implementation Schedule

Since CCI has not been providing a PIC choice for toll service and has blocked all customers from making such calls, CCI will plan to offer dialing parity for intralata calls within one year of state commission approval of the Plan.

## III. Carrier Selection Procedures

CCI will implement the full 2-PIC carrier selection methodology. With the full 2-pic methodology, customers will be able to subscribe to one Participating Carrier for their interlata toll calls and to subscribe to the same or a different Participating Carrier for their intralata toll calls. All carriers must be willing to bill the customer directly for the toll usage.

Company employees who communicate with the public will be trained to explain the availability of the 2-PIC Equal Access and to assist customers in making the initial selection or changing their PIC selection.

## IV. Carrier Notification

An IXC that desires to become an Access Customer and Participating Carrier must be willing to bill the customer separately and shall notify CCI by requesting and completing the Carrier Participation Form. The request for this Form may be made by telephone or e-mail to CCI's carrier relations contact. Once the Carrier Participation Form has been returned to CCI and an Access Service Request had been processed, that carrier will be added to the alphabetical list of Participating Carriers maintained in the business office.

## V. Customer Education and Notification

Customers will receive information explaining their opportunity to select an intralata toll service provider a minimum of thirty days in advance of the offering the Plan via a bill insert. The Company anticipates that promotional strategies by intralata toll service providers will contribute to customer awareness.

VI. New Customers

Customers contacting CCI requesting new local exchange service will be informed of the opportunity to select both an intralata and interlata pic at no charge. If requested by the customer, CCI will provide an alphabetical list of the Participating Carriers. New customers who do not make an affirmative selection of an intralata toll service provider will be identified as "no-PIC" and will not be defaulted to a toll service provider. New Customers identified at CCI, as "no-PIC" will be required to dial the access code 101XXXX where XXXX represents the identification code of the carrier they desire to use. The use of the access code will be required for placement of each intralata toll call until they make an affirmative selection

VII. Existing Customers

On the date, intralata subscription service is available; CCI's existing retail customers may subscribe to the intralata toll service of a Participating Carrier. For the first six months after the implementation of the Plan, there will be no charge for the customer's initial PIC. An existing customer who does not make a selection of an intralata PIC when the service becomes available will continue to be a "no-PIC".

VIII. Initial PIC Request

A customer's initial PIC request will be made at no charge for the first six (6) months after the service becomes available. After the initial six (6) months, CCI will charge the customer at the tariffed rate for the intralata PIC Change Charge.

IX. PIC Change Charge

For purposes of applying the PIC change charge the designation "no-PIC" will be viewed as an affirmative choice. This will not apply during the first six months after the Plan is implemented for existing customers. New customers will have a six-month grace period to choose a provider.

X. PIC Change Request From A Customer

A customer's request to change the current intralata PIC received by CCI will be accepted and processed in accordance with current FCC PIC change procedures. The customer will incur the tariffed non-recurring PIC change charge.



XI. PIC Change Request From A Participating Carrier

A customer's request to change the current intralata PIC received by CCI from a Participating Carrier on behalf of said customer will be accepted and processed by CCI in accordance with the FCC PIC change procedures. The customer will incur the tariffed non-recurring PIC change charge.

XII. Access to Operator Services and Directory Assistance

CCI has blocked this type of service in all Bell South areas. With the implementation of the Plan CCI will make these services available to customers on a nondiscriminatory manner via the ILEC.

CCI customers have access to 911 or E911 service on a nondiscriminatory basis.

XIII. Anti-Slamming Procedures

CCI will comply with the FCC slamming rules currently in place and will require customer verification of chosen carrier as well as carrier acceptance of the customer.

XIV. Cost Recovery

As stated in §51.215 of FCC Order 96-333, CC Docket No. 96-98, "a LEC may recover the incremental costs necessary for the implementation of toll dialing parity. The LEC must recover such costs from all providers of telephone exchange service and telephone toll service in the area served by the LEC, including the LEC." The incremental costs associated with implementing toll dialing parity by CCI include:

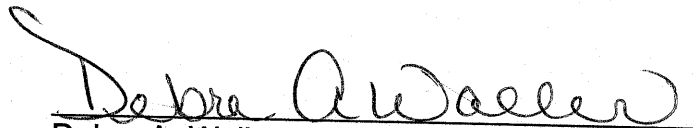
1. training for Business Office, Marketing, Carrier Services, Customer Services and Service Center personnel
2. customer notification (bill insert)
3. implementation activity

CCI proposes to recoup the incremental cost of implementation of intralata toll dialing parity over a period of 12 months beginning on the date of implementation. A cost recovery per minute rate will be developed based on the identified cost divided by the total of all participating carrier's originating minutes of use, which will include CCI's intralata toll minutes. The result will be an amount to be added to the intralata Carrier Common Line (CCL) rate element.

Carriers who enter the market after implementation will be assessed in the same manner as other Participating carriers.

XV. Conclusion

CCI will continue to comply with all applicable rules of the FCC and the TRA.

A handwritten signature in cursive script, reading "Debra A. Waller", written over a horizontal line.

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Affidavit

I am an authorized by the applicant corporation, CAT Communications International, Inc., to make this verification on its behalf. CAT Communications International, Inc., has mailed notices of availability of application to all those listed on the service list.

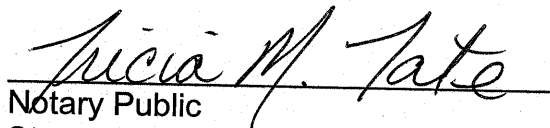
I declare under penalty of perjury that the foregoing is true and correct.

Executed on December 11, 2002 at Roanoke, Virginia



Debra A. Waller  
Regulatory Assistant  
CAT Communications International, Inc.

Subscribed and sworn to me this 11th day of December, 2002



Notary Public  
State of Virginia  
City of Roanoke

7-31-03  
My commission expires